

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	2606903
<b>Application Number:</b>	10826160
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	8619
<b>Title of Invention:</b>	Processing service requests for product support with indexed and clustered answer objects
<b>First Named Inventor/Applicant Name:</b>	Hua-Jun Zeng
<b>Customer Number:</b>	22801
<b>Filer:</b>	David Steven Thompson/Pam Arsondi
<b>Filer Authorized By:</b>	David Steven Thompson
<b>Attorney Docket Number:</b>	MS1-1892US
<b>Receipt Date:</b>	18-DEC-2007
<b>Filing Date:</b>	15-APR-2004
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<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	no
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### File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1	NPL Documents	BW7844.pdf	438402 01265f9c812bdef7287cbd09f04b77a3e 00ac646	no	8

### Warnings:

### Information:

2	NPL Documents	BW7853.pdf	367330 9cee6e4ab1175e94c67ad2adfaefb5d7 c3ff27f9	no	8
<b>Warnings:</b>					
<b>Information:</b>					
3	NPL Documents	BW7822.pdf	451077 3a52232d0f0a6c09d6ea0eb9a67e69c1 bc35e662	no	7
<b>Warnings:</b>					
<b>Information:</b>					
4	NPL Documents	BW7829.pdf	206027 4954d5747529483a2e3a1485f2805070 571c17a4	no	4
<b>Warnings:</b>					
<b>Information:</b>					
5	NPL Documents	BW7821.pdf	235147 18a2847ac83726443eb56c4bf0b93b00 9d58e263	no	4
<b>Warnings:</b>					
<b>Information:</b>					
<b>Total Files Size (in bytes):</b>				1697983	
<p>This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.</p> <p><b>New Applications Under 35 U.S.C. 111</b>  If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.</p> <p><b>National Stage of an International Application under 35 U.S.C. 371</b>  If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.</p> <p><b>New International Application Filed with the USPTO as a Receiving Office</b>  If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.</p>					